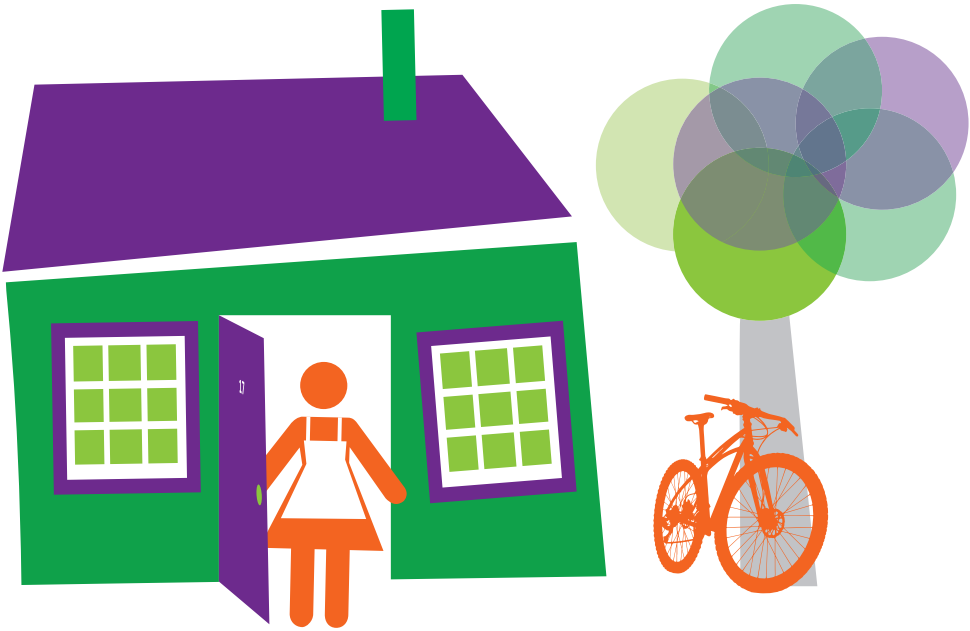
Care and support at home

age Scotland
Love later life

practical help



Who we are

Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 so that they can love later life.

Our vision is a Scotland where everyone can love later life.

Our mission is to inspire, involve and empower older people in Scotland, and influence others, so that people can make the most of later life.

Our three strategic aims are to:

Help older people to be as well as they can be

Promote a positive view of ageing and later life

Tackle loneliness and isolation

How we can help

We know that growing older doesn't come with a manual. Later life can bring changes and opportunities to your life and you may need to know about rights, organisations and services which are unfamiliar to you.

That's why we provide free information and advice to help you on a range of topics including benefits and entitlements, social care, legal issues such as Power of Attorney, housing and much more. All of our guides are available to download for free from our website, or you can contact our helpline team to have copies posted to you for free.

The Age Scotland **helpline** is a free, confidential phone service for older people, their carers and families in Scotland looking for information and advice.

Later life can bring times when you just need someone to talk to. Our **friendship line** is part of our wider helpline and older people can call us for a chat. We're here to listen, provide friendship and offer support.

For information, advice and friendship

Call us free on: 0800 12 44 222
(Monday – Friday, 9am - 5pm)

Visit agescotland.org.uk to find out more.

Care and support at home: practical help

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Support to stay in your home

Most people want to live independently and safely in their own home for as long as possible but as you become older, you might start to need help with things you used to be able to manage for yourself. You may need help because you:

- are unable to climb in and out of the bath
- have difficulty turning taps
- take a long time to get into and out of bed
- struggle to go up or down stairs
- cannot see or hear clearly
- find it awkward to stand up or sit down to use the toilet
- forget what you need to do to stay safe

There may be care, support, equipment or adaptations which could help you to manage better at home. Responsibility for providing care, equipment or minor adaptations is split between your local council and NHS, who should work closely together. This guide can help you to explore what types of help may be available.

For information about help with care costs see the Age Scotland guide **Care and support at home: assessment and funding**.

For information about the benefits available if you need care call the **Age Scotland** helpline on **0800 12 44 222** or see our **Benefits Maze** guide.

Council assessment for care and support at home

If you think care, equipment or adaptations could help you to manage day to day, contact your local council's social work department (or in the Highlands, the NHS) and ask for a care needs assessment. They will usually arrange for you to be assessed at home by a social worker or occupational therapist, but if you are being discharged from hospital you may be assessed partly in the hospital and partly at home. The assessment should be arranged as soon as possible, but there may be a delay before you are assessed or before you receive the equipment you need.

You do not need a letter from your doctor or other health professional before you ask for the assessment, but if you do have medical evidence this may help the assessor to understand the difficulties you have. If you have a carer they should be involved in the assessment as they can describe the help they give to you.

Once you have been assessed the council will look at your needs and see if it can provide you with care, equipment or adaptations under its local rules (eligibility criteria) and budget. As some rules are set locally, services offered by one council may not be available in other areas.

Choosing how you receive support

If your council has assessed that you need care or equipment you should have a choice about how this is arranged and managed. You may want the council to arrange everything for you or you may wish to use funding from the council to arrange some or all of your support yourself. These choices are called Self-Directed Support.

It is important to get expert advice to ensure that any care you arrange or equipment you buy yourself will work for you.

For information about Self-Directed Support call the Age Scotland helpline or see the Age Scotland guide **Care and support at home: assessment and funding**.

The costs of care and equipment

Where care or equipment supports personal care this should be free.

Personal care means things that are done for you that are of a personal nature. These can include help with getting dressed, washing yourself, eating and drinking or getting around. It can also include help if you need someone to watch over you to keep you safe, for example if you are unsteady on your feet, cannot see or hear very well, or do not remember things you need to do to stay safe.

Councils can charge for other services (such as housework) and equipment they provide, and they can decide their own charging rules.

Some adaptations, for example an adapted shower, may be classed as a housing adaptation rather than an item of equipment, so the council may follow a different process of assessment. See the Housing Adaptations section later in this guide.

Charitable funding

It may be possible to get charitable help to purchase equipment.

The charity **Turn2us** can help you find out whether help may be available to you. Call them on **0808 802 2000** or see their **website turn2us.org.uk**.

SOCIAL CARE NOT ORDINARILY CHARGED FOR

As regards the personal hygiene of the person cared for:

- shaving
- cleaning teeth (whether or not they are artificial) by means of a brush or dental floss and (in the case of artificial teeth) by means of soaking
- providing assistance in rinsing the mouth
- keeping finger nails and toe nails trimmed
- assisting the person with going to the toilet or with using a bedpan or other receptacle
- where the person is fitted with a catheter or stoma, providing such assistance as is requisite to ensure cleanliness and that the skin is kept in a favorable hygienic condition
- where the person is incontinent:
  - the consequential making of the person's bed and consequential changing and laundering of the person's bedding and clothing
  - caring for the person's skin to ensure that it is not adversely affected

If the person requires medical treatment, assisting with medication, as for example by:

- applying creams or lotions
- administering eye drops
- applying dressings in cases where this can be done without the physical involvement of a registered nurse or of a medical practitioner
- assisting with the administration of oxygen as part of a course of therapy

As regards eating requirements, the preparation of, or the provision of any assistance with the preparation of, the person's food including (without prejudice to that generality):

- defrosting, washing, peeling, cutting, chopping, pureeing, mixing or combining, cooking, heating or re-heating, or otherwise preparing food or ingredients
- cooking, heating or re-heating pre-prepared fresh or frozen food
- portioning or serving food
- cutting up, pureeing or otherwise processing food to assist with eating it
- advising on food preparation
- assisting in the fulfilment of special dietary needs

but not the supply of food (whether in the form of a pre-prepared meal or ingredients for a meal) to, or the obtaining of food for, the person, or the preparation of food prior to the point of supply to the person assisting in the fulfilment of special dietary needs.

If the person is immobile or substantially immobile, dealing with the problems of that immobility.

With regard to the person's general well-being:

- assisting with getting dressed
- assisting with surgical appliances, prosthesis and mechanical and manual equipment
- assisting with getting up and with going to bed
- the provision of devices to help memory and of safety devices
- behaviour management and psychological support

Arranging care yourself

If you want to arrange your own care or equipment after a care needs assessment, either because you are paying for them yourself or because you have chosen to manage your own budget under the Self-Directed Support rules, there are a number of ways to do this. Even if you can afford to pay for your own care, you can ask the council to assess whether you are entitled to Free Personal Care, which can be paid regardless of your income and savings.

Make a contract with a home care service

You could make a contract with a home care agency who can provide carers to come in to support you to live independently at home. This could include helping with bathing, getting in and out of bed, getting dressed, preparing a meal or collecting medication. The number of visits you arrange will depend on your needs and what you can afford within your budget. It could be anything from half an hour a week to several hours a day or even live-in care.

To find a local home care agency:

- ask your local council for recommendations.
- contact the Care Inspectorate for a list of agencies and their care service and inspection reports. You can call them on **0345 600 9527** or see their website **www.careinspectorate.com**
- contact the UK Home Care Association for details of home care agencies that follow its code of practice. You can call them on **020 8661 8188** or see their website **www.ukhca.co.uk**
- ask friends, relatives or neighbours if they have had good or bad experiences with local agencies

Ask the agencies to send you a brochure and their price list or check their website for details of the service they provide. You may want to check:

- have they cared for anyone with similar needs to mine?
- have carers had specific training to understand the needs of people who are living with my medical condition?
- have carers had specific training to understand the needs of people who have my religious beliefs?
- what happens if I am away or go into hospital for a while?
- have they had checks by Disclosure Scotland to ensure they do not have a relevant criminal record?
- what happens if my regular care worker is off sick or on holiday?
- how do I contact the agency in an emergency?
- what do I do if I need to make a complaint?

Once you have chosen an agency, they will work with you to agree a contract for a care package. This should give details of when they will arrive, what they will do, how long they will stay and any other relevant information. This should be reviewed every year, or more often if your needs change.

You should be comfortable with the care you are receiving and confident that it is right for you. If you are unhappy with your care, first have an informal conversation with the council or care agency providing the service. If that does not work, ask for a copy of the council or agency's complaints procedure.

If you want advice about making a complaint to your care provider call the **Age Scotland helpline** on **0800 12 44 222**.

Employ someone yourself

You may want to employ someone directly to help you. To do this you would need to set up an employment contract, deal with tax, National Insurance and possibly a pension. You would need to understand about employer's responsibilities like sick pay and holiday pay. You will also need insurance as you are responsible for the carer's health and safety whilst they are working for you.

You should ensure that anyone you employ has had the appropriate checks from Disclosure Scotland. You may be able to find a local support service or payroll company to do this for you - ask your council if they can recommend one.

In certain circumstances you may be able to employ a partner or relative if the council agrees that it is the best or only solution. This may be appropriate for religious or cultural reasons, because English is not your preferred language or because there are no other options for suitable care locally. Before you employ a partner or relative, think carefully about how being their employer could affect your relationship and whether this could affect any benefits they claim.

The **Citizens Advice Bureau** has information about becoming an employer at **www.citizensadvice.org.uk/scotland** - search for information for small employers.

Equipment for daily living

Buying your own equipment

You should always seek independent advice before buying equipment. Occupational therapists or physiotherapists from a hospital, social work department or specialist support centre should be able to advise you about equipment which is likely to be suitable for you.

Information about choosing equipment is also available from:

The **Disabled Living Foundation**'s website "AskSara" **asksara.dlf.org.uk**

Disability Information Scotland on **0300 323 9961** or their website **www.disabilityscot.org.uk**

What to check if you are buying equipment

If you are choosing equipment for yourself you should:

- avoid being pressurised into buying equipment
- carefully check the terms of any leasing or credit agreement
- check that it complies with British Standards and has a "Kitemark"
- make sure it is comfortable and easy to use
- try out equipment before you buy
- check that it is in good condition and suitable for your needs
- think about how you would transport and store equipment such as a wheelchair
- if relevant, plan for servicing, maintenance, repair and insurance of the equipment

Many private companies sell disability equipment, through mail order catalogues, shops and online. Some large high street chemists stock smaller items of daily living equipment and may have catalogues of other equipment they can supply.

Equipment from your council to meet care needs

Equipment may help you to manage better at home either by itself or as part of a wider package of care.

Equipment to help with care needs can be supplied or funded following a care needs assessment by our local council or in Highland, NHS Highland.

Equipment provided by the council may include items to:

- help you use the bath or toilet such as shower chairs, grab rails, bath boards and raised toilet seats
- help with food preparation such as taps which are easy to turn and adapted kitchen utensils
- help with the use of beds and chairs such as bed raisers

If you think you have to wait too long for an assessment or equipment you can complain using your council's complaints procedure.

Equipment to meet health needs

Some types of equipment, such as a commode or walking aids, are arranged by the NHS. You should contact your GP or community nurse if you need one of these items.

If you have **mobility problems**, walking equipment can be provided after an assessment by a physiotherapist. A physiotherapist will be able to recommend the most appropriate walking aid and make sure you can use it safely.

Other equipment that may help you in your home

If you often need to get up during the night, a **sensor light** can sense your movement and turn on automatically, reducing the risk of tripping in the dark.

Many furniture shops sell **beds and chairs that raise and recline**. See the section in this guide about VAT relief on equipment designed specifically for someone who has a disability.

If you find it difficult to get to the door in time to answer it, or you can't see who it is at your door until you open it, an **intercom or video entry system** may be useful.

If you want close friends or relatives to be able to let themselves in to your home, you could have a **keysafe** installed. Only give the code to people you know well and can trust. A **Care and Repair** service may be able to fit a keysafe for you.

To find details of your local **Care and Repair** service, contact them on **0141 221 9879** or visit **careandrepairscotland.co.uk**.

Long-handled sponges, grabbers, shoehorns and other extended equipment could help if you have difficulty stretching to wash your back or legs, put on your shoes or reach things. Don't try to pick up anything too heavy with a grabber, as you could overbalance or injure yourself.

A **safety plug or flood alarm** can help to make sure the water doesn't overflow when you are running a bath.

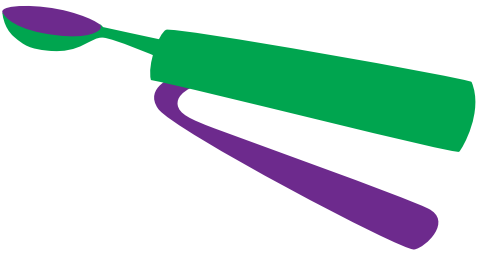
If you don't have room in your home for a stairlift or wheelchair lift, **a second bannister** may help you to get up and down the stairs more easily.

Wide-handled cutlery, two-handled cups and **high-rimmed plates** may help you to eat and drink more easily if you find gripping things difficult.

If you enjoy hot drinks but find it hard to see when you have poured enough hot water into the cup or mug, you can buy **sensor mugs** that beep when they are full enough. You can also get **kettle tippers** that help with pouring hot water safely.

Doorbells and smoke alarms with **flashing lights or vibrating pads** can help if you are experiencing hearing or sight loss. **Talking clocks, telephones with large buttons and voice-activated 'home hubs'** that can do many tasks such as switch on lights, turn the heating up or down and tell you what appointments you have can also be useful.

The **Disabled Living Foundation** has information about mobility equipment on their website **www.dlf.org.uk** or you can call them on **0300 999 0004**.



If you have some **hearing loss** and might benefit from a hearing aid, you should visit your GP who will check if there is a medical reason for your hearing loss and may refer you to your local hospital for a hearing test. If you need a hearing aid the NHS can provide one for you.

For information and support for living with hearing loss, contact **RNID** on **0808 808 0123**, or visit their website **rnid.org.uk** where you can talk to someone via webchat or arrange a BSL signed video call.

If you have **problems with your sight** there are aids such as magnifiers which could help you. The NHS can provide these aids on loan, usually from hospital eye departments or specialist support services.

For further information contact the **RNIB** on **0303 123 9999** or check visit website **www.rnib.org.uk**.

If you have **memory problems**, a digital memo reminder can remind you about things you need to do, a calendar clock can show you the day and date as well as the time and there may be apps for your mobile phone which could help you.

Alzheimer Scotland can provide advice about equipment which could help you. Call **0808 808 3000** or see their website **www.alzscot.org**.

Some items such as **wigs** or **fabric supports** may be available through an NHS prescription. See the Age Scotland guide **NHS services for older people** for more information.

Mobility equipment

Wheelchairs

If you have long term mobility problems, a wheelchair could help you to maintain your independence and to get out and about. Your GP, hospital consultant or council social work team can refer you to your local NHS wheelchair centre for an assessment of your needs and, if you are eligible, help you to choose a suitable chair.

NHS wheelchairs are provided on free long-term loan. If you are assessed as needing one, the NHS can provide a powered wheelchair suitable for indoor and occasional outdoor use. Any wheelchair provided will officially belong to the NHS and be loaned to you for as long as you need it. The NHS can pay for servicing or repairs.

Outdoor electric scooters and buggies

A good source of information about electrical scooters and buggies is the **Disabled Living Foundation** website **www.dlf.org.uk**.

It is important to try out scooters and buggies before you buy them, to make sure what you buy is suitable for your needs and to be clear about arrangements needed for storage, battery charging and maintenance. You also need to be aware of government regulations for using scooters on the road or pavement.

You can find the rules in the **Highway Code** here: **www.gov.uk/guidance/the-highway-code**.

The Motability Scheme

If you receive the higher rate mobility component of Disability Living Allowance, the enhanced rate mobility component of Personal Independence Payment or War Pensioner's Mobility Supplement and you need an outdoor electric wheelchair, scooter or a car you can use the **Motability Scheme** to pay for it.

Motability is a national charity which assists disabled people with mobility needs and administers the government's Motability Scheme. You can call them on **0300 456 4566** or see their website **www.motability.co.uk.**

Loans of mobility equipment

Some organisations can loan wheelchairs and other equipment for short periods, for example if a relative is visiting or you are spending time away from home.

You may be able to borrow or hire equipment from the **British Red Cross Medical Loan Service**, see **www.redcross.org.uk/What-we-do/Health-and-social-care/Independent-living/Mobility-aids**.

Shopmobility schemes lend wheelchairs and powered scooters to people who need them to shop and use other facilities in town centres.

For more information contact **www.shopmobilityuk.org.uk**.

Housing adaptations

Housing adaptations can include small adaptations like grab rails at the front door to help you step inside safely or a more substantial change such as a stairlift or an accessible shower. If you rent your home, you must get permission from your landlord before making any permanent changes.

If you need to adapt common areas of a building such as shared stairs in a tenement, or adding a ramp outside a shared doorway, a majority of the property owners need to consent. There only needs to be a majority of one, so you won't be prevented from making the adaptation if a minority of other owners object.

For more information about adaptations to common areas, call the **Age Scotland helpline** on **0800 12 44 222**.

The council's Scheme of Assistance

By law, every council in Scotland must have a Scheme of Assistance statement. This gives details of the help available to adapt and repair privately owned or rented homes. Depending upon the type of work needed, this help could be in the form of information and advice, practical assistance or grant funding. Grants may be available where structural adaptations are needed to make a property suitable for someone who has a disability.

An occupational therapist must visit you to assess your needs before a grant can be given.

If you plan to make structural changes to your home, check with your council planning department if you need planning permission or a building warrant. These must be in place before the work begins. If your property needs a repair or you want to make improvements such as adding energy efficiency measures, the council doesn't have to provide a grant under the Scheme of Assistance. However, they should provide information and advice.

You can find out more about the Scheme of Assistance where you live by contacting your council, or by speaking to the **Age Scotland helpline** on **0800 12 44 222**.

If you have a local **Care and Repair** service they will be able to offer independent advice about repairs and adaptations. Some Care and Repair services have their own handyperson service that can help with small jobs and most should be able to help you to find a reliable trader if they cannot do the work themselves. They may also know what funding is available locally to help.

You can find your local Care and Repair service by calling **Care and Repair Scotland** on **0141 221 9879** or see their website **www.careandrepairscotland.co.uk**.

Many councils run a trusted trader scheme. If there isn't a local scheme you could contact **TrustMark**. TrustMark is a government-endorsed scheme that can provide details of reliable, trustworthy tradespeople who work to government-endorsed standards.

The **TrustMark** website is **www.trustmark.org.uk**.

If you think you need to borrow money for adaptations, or take out an equity release loan, seek advice from an independent advice agency first to make sure you have taken everything into account.

You can get information about borrowing and about Equity Release from the **Money Advice Service** on **0300 500 5000** or see their website **www.moneyadviceservice.org.uk**.

Community alarms, telecare and assistive technology

Community alarms

A community alarm service allows you to be linked up 24 hours a day to a central service, which can offer help in an emergency.

The link is usually by telephone, pull cord, pendant worn round your neck, or a combination of these. If you need urgent help and cannot use a phone to call for help, you can use the pendant, pull the cord or use a special button on your telephone to contact a control centre.

Control centre staff will listen to you and see what they can do to help. The help available from alarm services varies locally, but most will summon help if you need it, from emergency services, from friends or family who live nearby who have agreed to help or from a member of their own staff if they hold a set of keys to your home.

Some community alarms are provided by local councils and others by private companies. Each service will have its own rules about who is eligible, what the service provides and what it costs.

Your council's social work department should be able to give you details of community alarm services in your area.

The **Disabled Living Foundation** provides information about personal alarm systems **www.livingmadeeasy.org.uk** or call **0300 999 0004**.

Telecare

Telecare offers more support than a community alarm. It covers a wide range of equipment such as detectors, monitors, alarms and pendants, and also services such as monitoring, call centres and response teams.

The telecare equipment in your home may include a fall detector, epilepsy sensor, chair and occupancy sensor, flood detector, gas leak valve shut-off sensor or a sensor that lets someone know if you have left your home.

There are three types of telecare systems, parts of which may be used together:

1) Systems that help predict problems. These analyse information from sensors and also take into account any changes to your life such as more frequent falls. The system can alert carers to visit you to find out what has changed.

2) Systems that reduce the chance of problems occurring, such as a sensor which switches on a light when you get out of bed to reduce the risk of falls.

3) Systems that reduce risks, for example pendant alarms (so if you fall you can call for help) and heat or smoke sensors which can quickly alert an alarm service if a problem is detected.

Telehealth

Telehealth allows medical services to work with you to monitor issues such as your blood pressure, glucose level and heart and lung function without you needing to leave your home. It can assist with diagnosis, with reviewing your condition and medication and may include a device which is set to release a dose of tablets at a certain time.

The Scottish Government has an online Telecare self-check tool at **www.telecareselfcheck.scot**. It asks a few questions about your situation and gives advice based on the answers you provide.

VAT

Disability equipment

If you have a disability or long-term illness, you will not be charged VAT on products designed or adapted for your own personal or domestic use and their installation, repairs or maintenance and spare parts or accessories.

Products and services likely to qualify may include adjustable beds, stair lifts, wheelchairs, medical appliances to help with severe injuries, motor vehicles and building work like ramps, widening doors and installing a lift or toilet.

The disability you have has to qualify too. You are classed as disabled or having a long-term illness if:

- you have a physical or mental impairment that affects your ability to carry out everyday activities, for example blindness
- you have a condition that's treated as chronic sickness, like diabetes
- you are terminally ill

The supplier of the goods should have a form you can fill in to claim for the exemption.

See the UK Government website **www.gov.uk/financial-help-disabled/vat-relief** for more information.

Mobility aids

If you are over 60 you may be able to pay a reduced rate of 5% VAT on some mobility aids such as grab rails, ramps, stair lifts, bath lifts, built-in shower seats or showers with built-in shower seats and walk-in baths with sealable doors.

Your supplier should know about the reduced rate and apply it; they may give you a form to complete to prove that you qualify. You qualify if:

- you are over 60 when the product is supplied or installed
- the product is installed - you do not get the reduced rate if you just buy it
- the product is for a private home, for example your own home or one shared with friends or relatives

For more information see the UK Government website **www.gov.uk/tax-on-shopping/mobility-aids**.

Other practical help

Cleaning

One of the most common needs for help at home is help with general housework and cleaning.

The cost of a cleaner will vary and depend on who is providing the service and what you need. Before taking on a cleaner you should think about what needs to be done: General cleaning? Washing and ironing? Cleaning windows?

Make a list of what needs to be done so you can explain your needs clearly and think about what you can afford to spend.

You can look for a cleaning service by:

- asking your friends and family for a recommendation
- contacting your local council to see if they have a list of approved cleaning companies
- checking local listings and websites

Gardening

An untidy garden can be a worry but it is not always easy to find help. Many councils offer basic gardening services, but they may be available only if you are on a low income, in receipt of a disability benefit or living in a certain type of housing.

There may be local voluntary gardening projects that could assist you. To find out more about this contact your local volunteer centre.

You could employ a private gardener if you want a more personalised service. Prices will vary and it is always a good idea to shop around.

Shopping and food:

If getting out to the shops is difficult, there may be a local organisation which could help.

The **Royal Voluntary Service** offers a range of services, including home visits, help with shopping and other tasks, community transport and social clubs. Call **0330 555 0310** or check their website **www.royalvoluntaryservice.org.uk**.

The **Food Train** provides a food delivery service and other support services in many areas of Scotland. Call **01387 270 800** or see their website **www.thefoodtrain.co.uk**.

Ready meal suppliers will deliver frozen or chilled meals which are easy to heat up. Like any business most will have details online or in the phone book, you could also ask family and friends for recommendations.

There may be local **lunch clubs** in your area. Many of these are run by local councils or charities.

Contact **Age Scotland's helpline** on **0800 12 44 222** to find out what help might be available in your area.

You can order your shopping online from **most supermarkets** and have it delivered for a small fee. If you are not confident using a computer and you would like to get online contact your local library to see what help is available to get online locally. You could also ask a relative or a friend you trust to help you.

Complaints about services

Complaints about Social Work services

If you need to complain about a social work service or decision, the first step is to make a complaint to them directly. You can complain in person, by phone, letter or email. They will try to resolve your complaint within 5 working days and they may respond to you by phone or in person to try and resolve things. If your complaint is complex or needs detailed investigation it may pass straight to the formal investigation stage.

If you are unhappy with the response to your complaint you can ask for a more formal investigation. Your complaint should be acknowledged within 3 working days. You should receive a decision as soon as possible, normally within 20 working days.

For more information or if you are still unhappy with the social work department's response, see the **Scottish Public Services Ombudsman** guide **How to complain about a public service** on their website **www.spso.org.uk** or call **0800 377 7330**.

Complaints about NHS services

If you have a complaint about equipment provided by the NHS you should use the NHS complaints procedure. You should first complain to the person or organisation you had been dealing with, but if you would prefer not to do so, most Health Boards will have a complaints officer you can approach instead.

If you would like to speak to someone for advice on making a complaint, you can contact the **Patient Advice and Support Service** on **0800 917 2127** through your local Citizens Advice Bureau or at **www.cas.org.uk/pass**.

Complaints about consumer services

If you are not happy with equipment or care services you have purchased, get in touch with the supplier as soon as possible. If equipment is faulty then you should be able to have it repaired, replaced or obtain a refund.

For advice about your consumer rights contact **Advice Direct Scotland** on **0808 800 9060** or see their website **www.advice.scot**.

Further information

Age Scotland helpline 0800 12 44 222

The Age Scotland helpline provides information, friendship and advice to older people, their relatives and carers.

If you need an interpreter call **0800 12 44 222** and simply state the language you need e.g. Polish or Urdu. Stay on the line for a few minutes and the Age Scotland helpline will do the rest.

You can call us on **0800 12 44 222** for a copy of our publications list or download copies from our website at **www.agescotland.org.uk**.

The Disabled Living Foundation provides advice and information on disability equipment including advice on choosing wheelchairs or other equipment. Call them on **0300 999 0004** or see their website **www.dlf.org.uk**.

Disability Information Scotland provides advice about aids and equipment. Call their helpline on **0300 323 9961** or see their website **www.disabilityscot.org.uk**.

Care Information Scotland provides information and advice if you look after someone, need care yourself or are planning for your future care needs. Visit their website **www.careinfoscotland.scot** or call **0800 011 3200**.

Disclaimer and copyright information

While we aim to ensure that the information in this document is factually correct at the time of production, Age Scotland cannot be held liable for any errors or omissions. Please ensure that you have an up to date factsheet and that it clearly applies to your situation.

No guide can ever be a complete guide to the law, which also changes from time to time. Legal advice should always be taken if you are in doubt.

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How you can help

Our vision is a Scotland where everyone can love later life.

All the information and advice we provide is free and completely impartial and in helping people access their rights and entitlements, it can be life changing.

We are an ageing population and more people than ever are coming to us for support. You can help us be there for those that need us most.

Make a donation

No matter how small or large, donations make a massive difference and help us continue our important work.

- Call **03330 15 14 60**
- Visit **age.scot/donate**
- Text **LATERLIFE** to **70085** to donate £5.*

Fundraise

Whether it is having a bake sale, running a marathon or knitting small hats for the Big Knit, there are so many ways to raise vital funds to support our work. To find out more, call **0333 323 2400** or visit **age.scot/fundraise**.

Leave us a gift in your Will

By choosing to leave us a gift in your Will, you can help Age Scotland to continue being there for vulnerable older people in the years to come. To find out more, call **0333 323 2400** or visit **age.scot/legacy**.

* Texts cost £5 plus one standard rate message

Let's keep in touch

Sign up to our newsletter

Our regular newsletters by email contain details of our campaigns, services and how you can support our work.

Sign up today by visiting **age.scot/roundup**

Follow us on social media

Our social media channels are a great way to keep up to date with our work and issues that affect older people.

/agescotland

@AgeScotland

@age_scotland

/AgeScotland

Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 so that they can love later life.

Our vision is a Scotland where everyone can love later life.

Contact us:

Head office
0333 323 2400

Age Scotland helpline
0800 12 44 222

Email
info@agescotland.org.uk

Visit our website
www.agescotland.org.uk

Follow us on social media:

/agescotland

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@age_scotland

/AgeScotland

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Age Scotland, part of the Age Network, is an independent charity dedicated to improving the later lives of everyone on the ageing journey, within a charitable company limited by guarantee and registered in Scotland. Registration Number 153343. Charity Number SC010100.

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